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**ILLINOIS COMMERCE COMMISSION**

**ILLINOIS COMMERCE COMMISSION** **ORIGINAL**

(File this application via e-docket, or if unable to do so, file on paper and verify application with the Chief Clerk.)

2002 OCT 10 A 10:50

Docket # \_\_\_\_\_  
**CHIEF CLERK'S OFFICE**

ICC Office Use Only

**Charter Fiberlink, Illinois, LLC**

Application for a certificate of )  
local authority )  
to operate as a facilities )  
based carrier of telecommunications )  
services in Southwest territory in the )  
State of Illinois. )

02-0668

**APPLICATION FOR CERTIFICATE TO BECOME A  
TELECOMMUNICATIONS CARRIER**  
(Use additional sheets as necessary.)

**GENERAL**

1. Applicant's Name(including d/b/a, if any) FEIN # \_\_\_\_\_

**Charter Fiberlink-IL, LLC**

Address: Street **12405 Powerscourt Drive**

City **St. Louis** State/Zip **MO 63131-3674**

2. Authority Requested: (Mark all that apply) ☒ 13-403 Facilities Based Interexchange  
\_\_\_\_\_ 13-404 Resale of Local and/or Interexchange

☒ 13-405 Facilities Based Local

3. Request for waivers/variances: In applications for local exchange service authority under Sections 13-404 or 13-405, waivers of Part 710 and of Section 735.180 of Part 735 are generally requested. In applications for interexchange service authority under Sections 13-403 and 13-404, waivers of Part 710 and Part 735 are generally requested. Please indicate which waivers Applicant is requesting and explain why Applicant is requesting each waiver/variance.

☒ Part 710 Uniform System of Accounts for Telecommunications Carriers

☒ Part 735 Procedures Governing the Establishment of Credit, Billing, Deposits,  
Termination of Service and Issuance of Telephone Directories for Local Exchange  
Telecommunications Carriers in the State of Illinois

☒ Section 735.180 Directories

☒ Other Part 250. Books in St. Louis, MO

4. For all applicants requesting local exchange authority under Section 13-404 or Section 13-405, please complete the following:
- (a) the Standard Questions for Applicants Seeking Local Exchange Service Authority found in Appendix A of this document
  - (b) the 9-1-1 Questions for Applicants Seeking Local Exchange Service Authority found in Appendix B of this document;
  - (c) the Financial Questions for Applicants Seeking Local Exchange Service Authority found in Appendix C of this document; and
  - (d) if applicable, the Prepaid Service Questions for Applicants Seeking Local Exchange Service Authority found in Appendix D of this document.
5. In what area of the state does the Applicant propose to provide service?

**Southwestern Illinois**

6. Please attach a sheet designating contact persons to work with Staff on the following:
- a) issues related to processing this application
  - b) consumer issues
  - c) customer complaint resolution
  - d) technical and service quality issues
  - e) "tariff" and pricing issues
  - f) 9-1-1 issues
  - g) security/law enforcement

Please identify each contact person's (i) name, (ii) title, (iii) mailing address, (iv) telephone number, (v) facsimile number, and (vi) e-mail address.

7. Please check type of organization?

☐ Individual  
☐ Partnership

☐ Corporation  
Date corporation was formed \_\_\_\_\_  
In what state? \_\_\_\_\_

☒ **Limited Liability Company**

8. Submit a copy of articles of incorporation and a copy of certificate of authority to transact business in Illinois.
9. List jurisdictions in which Applicant is offering service(s).

**Wisconsin Missouri**

10. Has the Applicant, or any principal in Applicant, been denied a Certificate of Service or had its certification revoked or suspended in any jurisdiction in this or another name?

☐ YES (Please provide details)    ☒ NO

11. Have there been any complaints or judgements levied against the Applicant in any other jurisdiction?

\_\_\_\_\_ YES   ☒ NO

If YES, describe fully. \_\_\_\_\_

12. Has Applicant provided service under any other name?

☒ YES   \_\_\_\_\_ NO

If YES, please list. **Charter Fiberlink-MO, LLC, Charter Fiberlink-WI, LLC**

13. Will the Applicant keep its books and records in Illinois? \_\_\_\_\_ YES   ☒ NO

If NO, permission pursuant to 83 Ill. Adm Code Part 250 needs to be requested.

**MANAGERIAL**

14. Please attach evidence of the applicant's managerial and technical resources and ability to provide service. This may be in either narrative form, resumes of key personnel, or a combination of these forms.

15. List officers of Applicant.

**See Exhibit**

16. Does any officer of Applicant have an ownership or other interest in any other entity which has provided or is currently providing telecommunications services? \_\_\_\_\_ YES   ☒ NO

If YES, list entity. \_\_\_\_\_

17. How will Applicant bill for its service(s)? (At a minimum, describe how often the Applicant will bill for service and details of the billing statement.)

**Monthly Billing**

18. How does Applicant propose to handle service, billing, and repair complaints? (At a minimum, describe Applicant's internal process for complaint resolution, the complaint escalation process, the timeframe and process by which the customer is notified by Applicant that they may seek assistance from the Commission?)

**Unless such procedures conflict with any that may exist in Illinois Code, we will handle all such complaints, repairs and billing in the manner consistent with customer care guidelines provided by the MO PUC where this system will also be operated. escalations to the Illinois CC will always be available to the consumer if and when satisfaction has not been achieved by the local service provider. Copies of exact procedures may be provided as a supplement to this petition upon request.**

19. Will personnel be available at Applicant's business office during regular working hours to respond to inquiries about service or billing? ☒ YES   \_\_\_\_\_ NO

20. What telephone number(s) would a customer use to contact your company?

**Toll free number not yet established**

21. Will Applicant abide by all Federal and State slamming and cramming laws pursuant to Section 13-902 of the Public Utilities Act and Section 258 of the 1996 Telecommunications Act?

**X YES** \_\_\_\_\_ **NO**

22. Please describe applicant's procedures to prevent slamming and cramming of customers?  
**Applicant will secure third party to verify service from independent vendor.**

23. If granted authority to operate as a local exchange carrier, will the applicant abide by the following 83 Illinois Administrative Code Parts: 705, 710, 720, 725, 730, 735, 755, 756, 757, 770, and 772?

**X YES** \_\_\_\_\_ **NO** (If no, please provide an explanation.)

24. Is Applicant aware that it must file tariffs prior to providing service in Illinois?

**X YES** \_\_\_\_\_ **NO**

**FINANCIAL**

25. Please attach evidence of Applicant's financial fitness through the submission of its most current income statement and balance sheet, or other appropriate documentation of applicant's financial resources and ability to provide service.

**TECHNICAL**

26. Does Applicant utilize its own equipment and/or facilities? **X YES** \_\_\_\_\_ **NO**

If YES, please list the facilities Applicant intends to utilize. Also include evidence that Applicant possesses the necessary technical resources to deploy and maintain said facilities:

**Applicant will deliver telecommunications services using its existing broadband network.**

If NO, which facility provider(s)'s services does the Applicant intend to use?

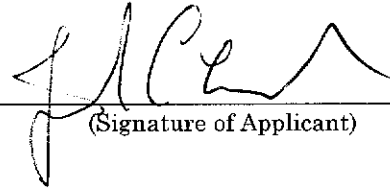
27. Please describe the nature of service to be provided (e.g., operator services, internet, debit cards, long distance service, data services, local service, prepaid local service).

**Local Services, Data Services, Operator Services, Internet Services, Long Distance Services**

28. Will technical personnel be available at all times to assist customers with service problems?

**X YES** \_\_\_\_\_ **NO**

29. If Applicant intends to provide payphone service, will the equipment utilized comply with FCC requirements and Finding (9) of the Commission Order entered in Docket No. 84-0442 on June 11, 1986, including, but not limited to: (a) touch dialing; (b) access to 9-1-1 and "0" operator dialing without use of a coin; (c) rules governing use of payphones by disabled persons; (d) ability to complete local and long-distance calls; (e) unlimited duration for local calls; and (f) a message explaining the telephone's general operations, dialing instructions for emergency assistance, payphone owner's name, method of reporting service problems and method of receiving credit for faulty calls?      ☒ YES      ☐ NO



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(Signature of Applicant)

VERIFICATION

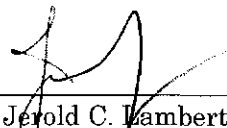
This application shall be verified under oath.

OATH

State of Missouri )  
 )ss  
County of St. Louis )


Jerold C. Lambert makes oath and says that he is Vice President  
of Charter Fiberlink-IL, LLC


that he has examined the foregoing application and that to the best of his knowledge, information,  
and belief, all statements of fact contained in the said application are true, and the said application is  
a correct statement of the business and affairs of the above-named applicant in respect to each and  
every matter set forth therein.

  
\_\_\_\_\_  
Jerold C. Lambert

Subscribed and sworn to before me, a Notary Public,

  
\_\_\_\_\_  
PIA L. BROCCARD

in the State and County above named, this  day of OCTOBER, 2002.

  
\_\_\_\_\_  
(Signature of person authorized to administer oath)

